

PROTESTANT

002

#2 5-4-05 10:30

112934

ACCEPTED

Legal 203-1-05

Elise Hoffman
404 Southampton Drive
Irmo, SC 29063

March 1, 2005

Public Service Commission of South Carolina
Attn: Docketing Department
PO Drawer 11649
Columbia, SC 29211

2004-357 w/s

RECEIVED
2005 MAR -1 PM 4:18
SC PUBLIC SERVICE
COMMISSION

RE: Protest Carolina Water Service Rate Increase

To Whom It May Concern:

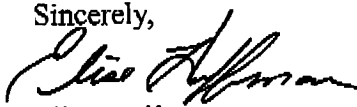
I live in the Stonegate Subdivision of Irmo, Richland County, SC. My water provider is Carolina Water Service, Inc. (CWS). Please accept this letter as my formal protest for any rate increase to Carolina Water Service, Inc.

I have been a customer of CWS for approximately six years. The water to say the least is of poor quality. When problems are reported to CWS they do not respond in a timely manner if they respond at all. I have never been able to drink the water in my home because of the cloudiness and foul smell. I have had to purchase drinking water for the past six years because I am afraid to drink the water they provide. In addition to having to purchase drinking water, myself as well as several of my neighbors have spent hundreds, some thousands of dollars on water purification systems for their homes! I have also had to replace two water heaters because the sedatives from the water that build up in the water heaters and ruin them. They occasionally do test the water and tell us it is in the "range" of what is acceptable, and that is the only thing they will tell us. I don't know what they call acceptable but we obviously disagree! If I had a choice I would pay more to have city water put in our neighborhood; at least we could drink it, stop spending money on appliances that this water is ruining and feel safe bathing our children in it!

They have neglected to remove a sewage septic tank that sits at the entrance of our neighborhood and is an eyesore and a possible environmental hazard to us. I have heard this tank is no longer being used for the sewage, yet it has remained there, rusting still today! If it is being used the brush around it needs to be cut back and the tank painted!

The Public Service Commission should mandate that Carolina Water Service be more responsible to its consumers in providing quality water and repairs. I strongly disagree and protest any and all rate increases to Carolina Water System.

Sincerely,


Elise Hoffman